Mayor – Sandy Sanders

City Administrator – Ray Gosack

City Clerk – Sherri Gard

Board of Directors

Ward 1 – Keith D. Lau
Ward 2 – Andre' Good
Ward 3 – Mike Lorenz
Ward 4 – George Catsavis
At Large Position 5 – Pam Weber
At Large Position 6 – Kevin Settle
At Large Position 7 – Philip H. Merry Jr.

AGENDA

Fort Smith Board of Directors
Study Session
April 8, 2014 ~ 12:00 Noon
Fort Smith Public Library Community Room
3201Rogers Avenue

CALL TO ORDER

1. Update from Whirlpool Corporation regarding TCE remediation

2. Review regulations regarding signs in public rights-of-way

3. Discuss citizen service improvement plan

4. Review preliminary agenda for the April 15, 2014 regular meeting

ADJOURN

ADMINISTRATIVE CENTER ■ BENTON HARBOR, MICHIGAN 49022

JEFFREY NOEL
CORPORATE VICE PRESIDENT
COMMUNICATIONS AND PUBLIC AFFAIRS

April 1, 2014

Ray Gosack
City Administrator, City of Fort Smith, Arkansas
623 Garrison Ave
3rd Floor, Room 315
Fort Smith, AR 72901

Via Electronic Mail and Hardcopy

RE: Work Plan Implementation Update and Study Session Presentation Request
Whirlpool Corporation, Fort Smith, Arkansas

Dear Mr. Gosack,

As you know, Whirlpool Corporation submitted an updated Revised Final Work Plan to address trichloroethylene (TCE) in the groundwater at the Whirlpool property and to the north of Ingersoll Avenue to the Arkansas Department of Environmental Quality (ADEQ) on February 24, 2014.

The updated Work Plan meets the requirements of the Final Remedial Action Decision Document (RADD) and will help us demonstrate progress within 24 months of the approved Final RADD. By employing this adaptive remedy, we are able to begin the chemical oxidation injection phase quicker, while still maintaining the science-based, step-by-step process needed to successfully implement the in-situ chemical oxidation (ISCO) remediation. We were able to expedite the implementation schedule, consistent with our commitment to do so whenever possible, because ADEQ approved a fall 2013 start for Whirlpool's pre-design activities and has worked with us to identify and support additional ways to accelerate the process.

Whirlpool started installing an injection and performance monitoring system on February 24, 2014. During the week of March 10, we began testing the system with a non-toxic "tracer material" to confirm the system delivery and distribution performance before introducing the selected oxidizer. These results will be used to fine tune the first chemical oxidation treatment outlined in our final Work Plan to ADEQ. On Tuesday, March 25, we started treating the site with chemical oxidation injections.

Whirlpool remains committed to staying in Fort Smith to work with ADEQ, area residents and the City of Fort Smith and keep the community informed about all major developments until this project is

complete. We continue to post updates and new background information, including the final Work Plan, all site testing data and reports submitted to ADEQ, on www.whirlpoolfortsmith.com.

Additionally, when we spoke earlier, you indicated that the City Directors would appreciate an update from Whirlpool on the progress being made on the site. Whirlpool would welcome the opportunity attend the City Directors Study Session scheduled for Tuesday, April 8 to discuss the status of our ongoing efforts to address the TCE in the groundwater under and near the former Whirlpool manufacturing facility. Please let me know if this will work for the City Directors.

As always, thank you for your time.

Sincerely,

D. Jeffery Noel
Corporate Vice President, Communications & Public Affairs
Whirlpool Corporation

2.

MEMORANDUM

To: Ray Gosack, City Administrator
From: Wally Bailey, Director of Development Services
Date: April 3, 2014
Subject: Signs in Public Rights of Way

Recently, complaints have been received about temporary signs placed in the public right of way. The information in this memorandum has been prepared to discuss this issue with the Board of Directors at the April 8, 2014, study session.

Temporary signs placed in the right of way include signs that advertise a business, off site advertising for a business, special events, real estate signs, political signs, directional signs, etc.

The City right of way should not be used for signs and advertising. Temporary signs cause problems for right of way mowing, sight distance or blocking vision at intersections and driveways, and the general appearance of our community. A common complaint about temporary signs is the negative effect on the appearance of our streets and intersections caused by the proliferation of these signs. The comprehensive plan includes a goal to improve the aesthetics of commercial corridors. *Section 4.2, goal 2 of the comprehensive plan states "improve the function and aesthetics of commercial corridors."*

The Arkansas Highway and Transportation Department has a policy of removing signs from the right of way and in some cases law enforcement helps them enforce their requirements. They admit to having difficulties keeping up with the problem due to a lack of staff and other work.

The code currently states that no sign base or support shall be erected in a public right-of-way. The current enforcement procedure of two letters and multiple weeks of notice as prescribed in the municipal code would not work well for temporary signs in the right of way. I have looked at the codes from several cities and found they typically have specific ordinances related to temporary signs that are placed in the public right of way.

The significant issues that are typically included in an ordinance or a set of procedures include items such as:

What signs might receive special exceptions?

Some allow signs in the right of way at specific times such as noon Friday to noon Monday for weekend events such as garage sales, neighborhood events, community events, real estate open houses, etc.

What about nonprofit event signs located in the public right of way.

A consideration might be to limit the number of signs in the public right of way and allow for the signs to remain for a specific period of time.

A procedure for an exception or variance.

I believe this can be accommodated through our existing temporary revocable license procedure.

The removal of a sign that has been placed in the public right of way.

A specific enforcement procedure is needed. I envision a phased approach of public education and notices for an established period of time so that all citizens will gain familiarity with the new requirements. After the initial education and notice period, we would begin removing and storing signs that were placed in the public right of way. (*Before removing a sign we would first attempt to obtain compliance.*)

What happens with signs removed from the public right of way?

Issues would include, how long do we keep the sign, where do we keep the signs, how does someone recover an impounded sign, will there be a fee to recover an impounded sign etc.

We are planning to present a power point that includes photographs of signs that have been placed in the public right of way.

This discussion is on about temporary signs that are placed in the public right of way - not about temporary signs placed on private property.

Should the Board give us direction to proceed with an ordinance to address the issue of signs in the public right of way, we will develop a draft ordinance to be used for further discussions.

Please contact me if you have any questions.

3

MEMORANDUM

April 4, 2014

TO: Mayor and Board of Directors

FROM : Ray Gosack, City Administrator

SUBJECT: Citizen Service Improvement Plan

Below is an outline of a 7-point plan to improve service to the citizens of Fort Smith. The plan will focus on improvements for development and building projects; however, elements of the plan will help improve all city services.

- Wally Bailey met with architects, engineers, developers and builders on March 31st to identify areas of concern and suggestions for improvement. A summary of that meeting is attached.

- Meetings have been conducted with development services staff to review principles of exceptional citizen service.

- More closely monitoring the quality of line staff work by management staff.

- The use of Gradient Solutions to observe our development services processes, elicit feedback from citizens, and suggest process improvements. Gradient Solutions has helped us for a number of years with risk management, compliance, making intelligent use of data, and process improvements.

- We will provide employees who regularly greet citizens

and answer service request phones with citizen service training to be conducted by the Arkansas Hospitality Assn. The training will focus on four key elements: providing a warm greeting (smile and eye contact); making an offer to help; anticipating the citizen's needs; and thanking the citizen for coming in or calling.

- Adopting a resolution establishing a citizen service philosophy and values. A draft resolution is attached. Following adoption, the resolution will be provided to all 900 employees.

- Conducting citizen service surveys. Most departments began doing this earlier this year (a few departments have conducted surveys for a few years). A sample of the surveys are attached. We will compile results and report to the board by early August. The surveys will give us empirical data about citizens' satisfaction levels with the services they receive from their city government.

Our goal is to provide exceptional service every time someone contacts the City of Fort Smith. We won't be able to fulfill every request made of the city, but we will respond to all contacts timely and with professionalism. Implementation of the plan will be a continuous improvement process – we can never be good enough at citizen service. The staff looks forward to the board's discussion about improving citizens' service experiences with the City of Fort Smith.

Attachments

MEMORANDUM

To: Ray Gosack, City Administrator
From: Wally Bailey, Director of Development Services
Date: March 31, 2014
Subject: Meeting Summary with Architects, Engineers, Developers, Contractors

We met with approximately twenty (21) representatives of the construction, design and development industry on Monday, March 31, 2014 at 10:00 a.m. in the Rose Room at the Creekmore Park Community Center. Lestene Perceful attended the meeting with me for purpose of taking notes. We were the only staff persons present at the meeting. I advised the attendees they could say what they wanted and remain anonymous. We did not take names or keep an attendance list.

I have received some "plan review staff" surveys with some specific responses which I used as a starting point for the discussions. The plan review process is a multi-departmental process that typically involves five (5) different city departments. Any comments anyone wanted to make could be generic to all departments; or to a specific department; or about the process in general.

As we started our discussion, comments were coming out about problems that had occurred several years ago. I asked that if we could please keep our discussions about issues that have occurred within the last 1 - 2 years which should reflect the most recent survey periods.

Below is a summary of the comments. The italicized statements are questions that I asked the group so that I could gain a better understanding of the survey comments and results.

The plan reviewer applies different standards to different people.

The group felt that some inconsistency with the plan review comments from job to job may have given the perception of playing favorites. However, no one gave any specific examples nor did they believe that playing favorites was an issue. A comment was made that they felt the last couple of years were not that bad. Process seems better including the reduction or elimination of boiler plate comments.

comments and reviews helpful and they could always talk through a subject. Never felt like the building department was **not** helpful. They may not always agree but they felt there was an effort to listen and be helpful.

An example was given about an existing building where maybe common sense was not used. I assured them they should contact Jimmie Deer and/or me as their administrative appeal if they have such an issue. If we continue to disagree, we can convene the building board of appeals which meets on call. Some commented that all the plans examiners needed to be empowered to be flexible. They felt that some were too rigid and did not have the authority to be flexible.

A comment was made that these meetings are evidence that we are wanting to be helpful. They appreciated these meetings and suggested we have a meeting at least once a year.

Note: *We will make this our goal to have an annual meeting.*

How would you compare Fort Smith to other cities and what cities you would like for me to look at with regard to a specific policy or procedure?

Some comments were:

Getting a permit in Fayetteville is like dying a death by a 1,000 paper cuts. They don't have meetings like this to be helpful.

Fort Smith is much easier to deal with than other cities. Prefer to work at home (Fort Smith).

Bentonville planning commission meeting had 14 items and only took about 20 minutes. Fort Smith spends too much time talking about one item that does not affect anyone but maybe one person.

Conway permitting process is difficult. Fort Smith does well for coordinating reviews of 5 different departments compared to other cities.

We like the staff, but do not like Planning Commission and Board denying projects that meet the codes.

An example of two projects - a remodel project in Springdale on 71B did not require landscaping and quick to permit while a project in Fort Smith is still waiting on city Utilities and FAA approval before a permit is issued.

The floor was opened for any comments that anyone wanted to make. Some comments that were made:

Can we put the Airport Zone map on the website. *Note: This will be done.*

A discussion occurred about special inspections which is a requirement in the Arkansas Fire Code. *Note: I will have Jimmie Deer, Building Official, prepare something to be distributed on this subject.*

The architects would like to receive an email, letter or something that the plans have been approved. Design professionals often don't know when a permit has been issued or a project has been approved. *Note: This is an easy fix and can be accomplished immediately.*

Sometimes we have problems with RPZ inspector and getting water meters approved. One case cited took many weeks. Only one person reviews these permits and when he is out the request seem to just sit.

Sometimes small projects get treated like multimillion dollar projects. Use some flexibility on these smaller jobs. *Note: I will review and analyze this issue and determine what needs to be done.*

Architects noted they would prefer to submit revised sheets instead of an entire set of revised plans. *Note: This is something that we can quickly accommodate.*

Sometimes an inspector adds things that were not on the plans nor mentioned on the plan review. *Note: I recently met and counseled the inspectors on this very issue. This is being monitored.*

It would help if plan reviews could provide options for complying with a requirement. *Note: We have counseled building department staff on this issue and this comment has been forwarded to other departments.*

An example was given concerning a project that took a long time to obtain comments from the Utilities department.

In conclusion I asked how we were doing overall and any additional comments.

Most agreed that things are better and have seen improvements in recent months/years and that we are doing well overall. We should continue to work on the overall attitude of trying to be helpful and work together.

In closing, I asked that they contact me and share the problems when they occur. We do not need an annual meeting to discuss an issue. They agreed and thanked us for the meeting. The meeting was adjourned.

DRAFT

RESOLUTION NO. _____

A RESOLUTION ADOPTING A CITIZEN SERVICE PHILOSOPHY AND VALUES FOR THE CITY OF FORT SMITH

WHEREAS, exemplary citizen service is paramount for maintaining citizens' trust in their city government; and

WHEREAS, exemplary citizen service must be displayed at all levels of the city government organization; and

WHEREAS, the Mayor and Board of Directors desire to promote a climate of making the City of Fort Smith an easy place to conduct business;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the City of Fort Smith, Arkansas that:

The Board of Directors expects all officials and employees to provide exemplary citizen service. The following philosophy and values for providing exemplary service to the citizens of Fort Smith and to visitors of Fort Smith are hereby adopted. All city officials and employees should adhere to these standards at all times.

1. All citizens and visitors should be acknowledged with honor, dignity and respect.

2. Officials and employees should always exhibit a genuine and sincere desire to meet the needs of citizens and visitors. Citizens and visitors should feel encouraged, not discouraged, by their interactions with city officials and employees.

3. Exceptional customer service includes keeping promises and following through on commitments.

4. Officials and employees should be accessible and respond promptly. Communicate early and often, and avoid surprises.

5. Officials and employees should always strive to seek solutions and to resolve issues and concerns of citizens and visitors. Problem solving gains citizens' trust and confidence.

DRAFT

6. Officials and employees should listen to citizens and visitors to make certain their needs are understood. Empathy leads to excellence in taking care of citizens and visitors.

7. Officials and employees should always remain in control of themselves and never show anger.

8. Processes and procedures should be designed from the citizen's perspective and crafted to provide exceptional citizen service.

This Resolution passed this _____ day of April, 2014.

_____
Mayor

ATTEST:

_____
City Clerk

APPROVED AS TO FORM

_____
No Publication Required

WE WANT YOUR COMMENTS!

THE STAFF OF THE FORT SMITH PARKS AND RECREATION DEPARTMENT WOULD LIKE TO THANK YOU FOR CHOOSING US AS YOUR FAMILY'S RECREATION AND LEISURE PROVIDER.

OUR PRIMARY GOAL IS TO SERVE YOU BETTER. PLEASE TAKE THE TIME TO FILL OUT THE BACK OF THIS CARD. YOUR INPUT IS ESSENTIAL, SO PLEASE SHARE IDEAS AND COMMENTS GOOD OR BAD. WE WANT TO HEAR FROM YOU.

THANK YOU

PARKS RECREATION
FORT SMITH

Please circle the most appropriate response. Additional comments can be filled in the space provided. Return your card to FSPR, 3301 South M Street, Fort Smith, AR 72903 or fax it to 479-784-2480

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I've enjoyed my experience with Ft. Smith Parks & Rec.	4	3	2	1	NA
The brochure/website is informative	4	3	2	1	NA
Staff are helpful	4	3	2	1	NA
The programs/events are great	4	3	2	1	NA
The facilities/parks are well maintained	4	3	2	1	NA

How could we improve brochure & website?
What other programs or services would you like offered?
Other comments

Notification of sidewalk improvements
(2014 Project)

Street Department crews will be repairing sidewalks in your neighborhood during the next few weeks. Work will progress quickly as weather permits. Should interruption of your driveway usage be necessary, you will be contacted in advance. If you have any questions, please call the sidewalk coordinator at **784-2357**. The attached card provides you the opportunity to comment on the project when completed. Thank You for your input.

The City of Fort Smith

The City of Fort Smith

No Postage Necessary

The City of Fort Smith wants your input. Street Department crews recently completed a sidewalk project in your neighborhood. Please take a few minutes to rate the experience based on the following scale: (1) exceeded expectations, (2) met expectations or (3) below expectations.

Crews and supervisors were courteous.	1	2	3
Your need for access was considered.	1	2	3
The work improved your neighborhood.	1	2	3

Comments:

Thank your for your response.

City of Fort Smith Utility Department

Customer Satisfaction Survey

To ensure that we are satisfying your needs and expectations, we would appreciate your help by taking a few moments to complete this random survey. We sincerely appreciate your honest opinion and your feedback is important to us.

Please be assured that your responses will be completely anonymous.

Check one box for each statement to complete the following 5 statements.		exceeds my expectations.	meets my expectations.	does not meet my expectations.	does not apply to me.
As a direct customer of the Fort Smith Utility Department,					
1.	**the taste, smell and appearance of the water. . .**				
2.	**the pressure/flow of water. . .**				
3.	**water service availability. . .**				
4.	**the sanitary sewer service. . .**				
5.	**my overall opinion is that the department. . .**				

Please call (479) 784-2342 for questions or to discuss a water or sewer issue.

Comments: _____

_____

_____

Fort Smith District Court, 901 South B Street, Suite 103 Fort Smith, AR 72901

Citizen Satisfaction Survey

You are invited to participate in a survey to assess the services provided by the District Court Business Office staff. Please limit responses to your experience with clerical staff. Your response is extremely important to us so that we may better serve the community. Your participation in this survey is completely anonymous and voluntary. Participants may return the completed survey to the collection box located in the lobby of the District Court Business Office.

Even though you may not agree with the outcome of your case, how was your experience with the court staff in reference to the following statements:

Strongly Agree=4 Agree=3 Disagree=2 Strongly Disagree=1 Not Applicable=N/A

1. Initial greeting was friendly and courteous	4	3	2	1	N/A
2. Knowledgeable and Informative	4	3	2	1	N/A
3. Responded to request in a timely manner	4	3	2	1	N/A
4. Verbal communication was clear	4	3	2	1	N/A
5. Overall service was professional	4	3	2	1	N/A

Additional Comments: _____

_____

Name/Contact Information (only if you wish to be contacted about your experience)

_____

This survey will be distributed to all court users appearing in the District Court Business Office on the 1st Tuesday and the 3rd Friday of each month

This short questionnaire is part of an ongoing effort to solicit feedback regarding the City Engineering Department. Please take a few minutes to complete this survey about your experience with our department. Your response is very important to us and will help us continue to improve our services.

Thank you.

Sincerely,

Stan Snodgrass

Director of Engineering Department

(479) 784-2225

Continue >

Online Surveys by
Trusted Email from
Constant Contact

City of Fort Smith - Engineering Department Survey

*Required Question(s)

Progress:

You are a:

- [ ] Design Professional
- [ ] Property Owner / Resident
- [ ] Contractor
- [ ] Developer
- [ ] Business Owner
- [ ] Other

* Is this survey in reference to a recently completed street or drainage construction project adjacent to your property?

- (●) YES
- ( ) NO

Continue >

City of Fort Smith - Engineering Department Survey

Progress:

Communication by City Engineering staff was clear.

Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
○	○	○	○	○

The City Engineering staff was courteous and professional.

Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
○	○	○	○	○

The City Engineering staff was knowledgeable and helpful with your concerns.

Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
○	○	○	○	○

The project improved your neighborhood.

Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
○	○	○	○	○

How would you rate your overall experience with the City of Fort Smith Engineering Department?

Exceeded Expectations	Met Expectations	Below Expectations
○	○	○

Comments

If you have suggestions on how we can serve you better, we'd like to hear from you. Please add your comments below or e-mail at engineering@fortsmithar.gov. Your comments will be kept confidential.

Thank you again for your participation in our survey. We value and appreciate your input.

Close

Online Surveys by
Trusted Email from
Constant Contact
Try it FREE today

Fort Smith Fire Department Customer Service Survey

Dear Citizen,

Please take a moment to complete our short survey. The Fort Smith Fire Department is constantly striving to improve our customer service. Your answers will help shape future policy.

What is your age?

- 18-30
- 31-40
- 41-50
- 51-60
- Above 61

What is your gender?

- Male
- Female

How would you rate the overall compassion or concern of the fire crew or staff person who assisted you?

- Very Compassionate/Concerned
- Somewhat Compassionate/Concerned
- Not Very Compassionate/Concerned

How satisfied are you that the fire crew or staff member did all they could to help you resolve the incident or problem?

- Very Statisfied

- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

How would you rate the overall performance or competence of the Fort Smith Fire Department?

- Excellent
- Good
- Fair
- Poor

Your Comments

Please add any comments that you feel will help the Fort Smith Fire Department improve their customer service.

Submit

Never submit passwords through Google Forms.

100%: You made it.

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